

**Message: RE: Duplicate Client**

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**✉ RE: Duplicate Client****From** Kristen M. Setterlund, MSW,  
LCSW**Date** Wednesday, March 8, 2017  
12:04 PM**To** Kraft, Emily**Cc****Journal Recipients** Emily.Kraft@oa.mo.gov [image001.png](#) (3 Kb HTML)  [image012.jpg](#) (3 Kb HTML)  [image013.jpg](#) (1 Kb HTML)  
 [image014.png](#) (2 Kb HTML)  [image015.png](#) (3 Kb HTML)  [image016.png](#) (2 Kb HTML)

Hi Emily,

In the new database, should we discharge any duplicate clients like this on our end? That reminds me of a question of one of our subcontractors I just received. She said that EPDS is required to be completed before discharge, if a client has a birthing outcome in the system. There are occurrences where clients have given birth, we record the birth outcome and then the client disengages before we can complete the EPDS. Is there a way to not that on the EPDS so we can still discharge the client?

Thanks,  
Kristen



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**From:** Kraft, Emily [mailto:Emily.Kraft@oa.mo.gov]**Sent:** Tuesday, March 07, 2017 11:43 AM**To:** Kristen M. Setterlund, MSW, LCSW; Schott, Kyle**Subject:** Duplicate Client

Hi Kyle and Kristen –

Despite our best efforts, we may have a duplicate client that the system didn't catch. It looks like [REDACTED] is entered with CCSOMO with a SSN that ends in [REDACTED] and with LFCS with a SSN that

ends in [REDACTED]. All other digits are the same, as is the DOB and middle name provided. Please discuss the issue with her and let her know she can only receive A2A services from one provider. Also, please check your records and let me know if this was a typo or if the client provided false information, because I may have to send this over to the welfare fraud investigation unit over at DSS if it was she falsely provided it to you.

Thanks,

**Emily Kraft**

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